

## **EDITED KSA LISTING**

### **CLASS: OFFICE ASSISTANT (General)**

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*NOTE: Each position within this classification may be required to possess all or some of these knowledges, skills or abilities.*

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	<b>Knowledge of:</b>
<b>K1</b>	Basic knowledge of automated office equipment (e.g., photocopier, fax, personal computer, multi-line telephone, etc.) to routinely perform assigned duties.
<b>K2</b>	Basic knowledge of office procedures (e.g., filing, answering telephones, receptionist duties, supply/equipment ordering, etc.) to perform daily assigned duties.
<b>K3</b>	Basic knowledge of mathematical computations (e.g., addition, subtraction, multiplication, division) to compute/compile statistical reports and complete standard forms (e.g., timesheets, supply requests, etc.).
<b>K4</b>	General knowledge of various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) to maintain an organized filing system that would allow for swift and accurate retrieval of documents/information.
<b>K5</b>	Basic knowledge of grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting.

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	<b>Skill to:</b>
<b>S1</b>	Follow oral and written instructions to effectively perform assigned duties.
<b>S2</b>	Perform mathematical computations to complete basic addition, subtraction, multiplication and division problems associated with assigned duties.
<b>S3</b>	Perform basic clerical duties, such as sorting, filing, maintaining records and proofreading to effectively perform assigned duties.
<b>S4</b>	Communicate effectively to successfully perform assigned duties.
<b>S5**</b>	<del>Instruct, lead, and train staff and/or inmates to provide guidance in order to complete assigned duties.</del>
<b>S6</b>	Operate various office machines (e.g., mail/stuffer/sorter, photocopier, etc.) in order to complete assigned duties.

*\*\*Note: The Subject Matter Experts determined that Skill #5 should be omitted and not retained on the bases of below standard ratings and lack of importance in performing the duties of an Office Assistant, General.*

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	<b>Ability to:</b>
<b>A1</b>	Lift and carry up to 25 pounds in order to stock supplies, purge files, distribute mail, etc.
<b>A2</b>	Evaluates situations accurately and take an effective course of action to provide service in the performance of assigned duties.